

JOB ANNOUNCEMENT

Network Support Technician

The Legislative Research Commission is currently accepting applications for the position listed above. The job duties, education requirements, required attributes, and desired attributes are as below.

Job Duties

- Provide phone support to LRC staff and legislators to resolve computer-related problems.
- Assist in the development and presentation of computer training for LRC staff and legislators.
- Assist in the administration of the LRC network.

Education and Certification Requirements

Qualified candidates should have a bachelor's degree in a relevant field, or comparable experience, supplemented by 2 years' experience in support and training of the Microsoft Office Suite, including Word, Excel, Outlook, and PowerPoint. Preference will be given to candidates who are certified as a Microsoft Office Specialist (MOS) in at least one of the above products. Candidates without such certification will be expected to become MOS certified in at least one content area within the first 6 months of employment. Candidates also should have advanced knowledge of network administration principles and experience in hardware and software support and troubleshooting.

Required Attributes

In addition to proven technical competence, successful candidates must have a positive attitude and be public-service oriented with the ability to maintain a good rapport with all legislators, LRC staff, government agencies, and the general public. In addition, successful candidates must have the ability to learn complex technical concepts quickly; strong verbal communication skills, including an aptitude for conveying complex concepts via phone and in a class room environment; and the ability to resolve complex problems under pressure.

Desired Attributes

Successful candidates should have proven experience in computer support. A general knowledge of General Assembly operations, the legislative process, and state government operations is preferred but not mandatory.

Applicants possessing these qualifications should submit a resume to:

**Legislative Research Commission
Attn: Joy Kiser
Room 300, State Capitol
Frankfort, KY 40601**

For consideration, applications must be received by the close of business November 13, 2015.